

# **CURRICULUM VITAE**

## **NAME, DATE OF BIRTH AND CONTACT**

Delroy A. Chevers

October 10, 1957

[delroy.chevers@uwimona.edu.jm](mailto:delroy.chevers@uwimona.edu.jm)

876-313-3385

## **DEPARTMENT/UNIT/SECTION**

Mona School of Business and Management  
Decision Sciences and Information Systems

## **FACULTY/DIVISION**

Social Sciences

## **POSITION**

Senior Lecturer

## **GENERAL AREA OF ACADEMIC SPECIALISATION**

Lecturer of Information Systems at the graduate level and Operations Management at the undergraduate and graduate levels

## **QUALIFICATION & GRANTING INSTITUTION**

2010

The University of the West Indies (UWI)  
PhD in Information Systems

1997

The University of the West Indies  
M.Sc. in Information Systems

1995

University of Technology, Jamaica  
BBA in Management (Hons)

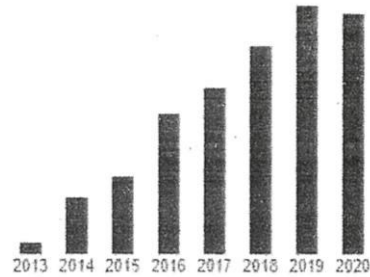
1978

University of Technology, Jamaica  
Diploma in Education – Mechanical Technology

## **PUBLICATION**

### **My Profile on Google @ 14/12/2020**

	ALL	Since 2015
Citations	417	379
H-index	9	8
i10-index	8	6



## **INFORMATION SYSTEMS RELATED BOOK CHAPTERS**

### **Chapters in Books (Peer reviewed)**

1. **Chevers, D.A.**, Mills, A., Duggan, E. & Moore, S. (2020). A software process improvement model for small firms in developing countries. In Zhang, J., Novel theories and applications of global information resource management, Chapter 3, (pp. 47-80). Hershey, Pennsylvania, IGI Global Publisher – Journal of Global Information Management.
2. **Chevers, D.A.** (2015). Information systems quality in English-speaking Caribbean software development firms. In C. Barclay & K. Osei-Bryson (Eds.), *Strategic project management: Contemporary issues and strategies for developing economies* (pp.131-150). Boca Raton, FL: CRC Press.

## **INFORMATION SYSTEMS RELATED JOURNAL ARTICLES**

### **Journal Articles (Peer reviewed)**

1. **Chevers, D.A.** & Grant, G (2019). Developers' views on the adoption and benefits of software process improvement programs in Canadian software development firms. *International Journal of Business Information Systems*, 32 (2), 238-252. [ABDC Listing = C]
2. Spencer, A. & **Chevers, D.A.** (2019). Meeting and exceeding guest expectations: The influencing role of technology in Bahamian hotels. *Journal of Tourism Challenges and Trends*, 11, 9-30. [ABDC Listing = C]
3. **Chevers, D.A.** & Spencer, A. (2018). A comparative analysis of the use and impact of ICTs in Mass Tourism Destinations: The case of Jamaica and Bahamas. *Journal of Eastern Caribbean Studies*, 42(2), 81-99.
4. **Chevers, D.A.** (2018). A Mixed Method Approach to investigate the Antecedents of Software Quality and IS Success in Canadian Software Development Firms. *The Electronic Journal of Information Systems Evaluation*, 21 (2), 109-130. [Citation = 3; ABDC Listing = B]
5. Thomas-Stone, J. & **Chevers, D.A.** (2017). A comparative analysis of students' performance using ICT in blended course format versus distance education. *Caribbean Journal of Education*, 39, 1 & 2, 1-23.

6. **Chevers, D.A.** & Grant, G. (2017). Information systems quality and success in Canadian software development firms. *Information Resources Management Journal*, 30, 3, 1-25.  
[Citation = 1; ABDC = C; IF = 0.62 (2015); H-index = 37]
7. **Chevers, D.A.**, Mills, A., Duggan, E. & Moore, S. (2017). Towards a simplified software process improvement framework for small software development organizations. *Journal of Global Information Technology Management*, 20, 2, 110-130.  
[Citation = 4; ABDC = B; IF = 0.60 (2015)]
8. **Chevers, D.A.** & Grant, G. (2017). Developers' views on information systems quality and success in Canadian software development firms. *Journal of Information Systems and Technology Management*, 14, 1, 585-601.  
[Citation = 8; ABDC = C; IF = 0.18 (2015); H-index = 10]
9. **Chevers, D.A.** (2017). Software process improvement: Its awareness, use and benefits in Canadian software development firms. *Revista de Administracao de Empresas or Journal of Business Management*, 57, 3, p. 170-177.  
[Citation = 7; IF = 0.369 (2017); H-index = 11]
10. **Chevers, D. A.** & Spencer, A. (2017). Customer satisfaction in Jamaican hotels through the use of information and communication technology. *Worldwide Hospitality and Tourism Themes*, 9, 1, p. 70-85.  
[Citation = 17; ABDC =C; IF = 0.31 (2015); H-index = 12]
11. Whyte, S., McNaughton, M., **Chevers, D.A.** & McLeod, M. (2016). Measuring software quality in open source communities through the lens of social capital. *Cuban Journal of Scientific Information (Revista Cubana de Ciencias Informaticas)*, 10, p. 287-302.
12. **Chevers, D.A.** & Grant, G (2016). Software process improvement adoption and benefits in Canadian and English-speaking Caribbean software development firms, *Electronic Journal on Information Systems in Developing Countries*, 77, 8, p. 1-15.  
[Citations = 2; ABDC = C; IF = 0.75 (2015); IF =1.30 (2014); H-index = 42]
13. **Chevers, D.A.**, Archie, J., Kerr-Gordon, L. & Hazel, K. (2016). The impact of information technology on the efficacy of tuition-fee collection: A case in Jamaica. *Journal of Further and Higher Education*, 40, 6, p. 1-11.  
[Citation = 4; ABDC = C; IF = 0.85 (2014); H-index = 14]
14. **Chevers, D.A.**, Duggan, E., Mills, A. & Moore, S. (2016). An evaluation of software development practices among small firms in developing countries – A test of a simplified software process improvement model. *Journal of Global Information Management*, 24, 3, p. 46-71.  
[Citation = 18; ABDC = A; IF = 0.63 (2015)]

15. **Chevers, D.A.** (2014). Key factors of process maturity in English-speaking Caribbean firms. *Revista de Administracao de Empresas or Journal of Business Management*, 54, 3, p. 322-329.  
[Citation = 11; IF = 0.369 (2017); H-index = 11]
16. Ramdani, B., **Chevers, D.A.** & Williams, D. (2013). SMEs adoption of enterprise applications: A technology-organization-environment model. *Journal of Small Business and Enterprise Development*, 20, 4, p. 735-753.  
[Citation = 215; ABDC = C; IF = 1.98 (2015)]
17. Chevers, J.E., **Chevers, D.A.** & Munroe, T (2013). The internal audit process and good governance: Toward a research model. *Academy of Business Research Journal*, 1, p. 48-58. [Citation = 7]
18. **Chevers, D.A.**, Duggan, E.W., & Moore, S. (2012). The Contribution of Process, People and Perception to Information Systems Quality and Success: A Jamaican Study. *The Electronic Journal on Information Systems in Developing Countries*, 55, 4, p. 1-22.  
[Citation = 4; ABDC = C; IF = 0.75 (2015)]
19. **Chevers, D.A.**, Duggan, E. & Moore, S. (2012). Factors that influence the quality and success of information systems in firms within the English-speaking Caribbean. *Academy of Business Research Journal*, 4, p. 107-118.
20. **Chevers, D.A.** & Duggan, E.W. (2007). A Modified Capability Framework for Improving Software Production Processes in Jamaican Organizations. *The Electronic Journal on Information Systems in Developing Countries*, 30, 4, p. 1-18.  
[Citation = 15; ABDC = C; IF = 0.75 (2015)]

## **NON-INFORMATION SYSTEMS RELATED JOURNAL ARTICLES**

### **Journal Articles (Peer reviewed)**

1. Balugani, E., Butturi, M.A., **Chevers, D.A.**, Parker, D. & Rimini, B. (2020). Empirical evaluation of the impact of resilience and sustainability on firms' performance. *Sustainability Journal*, 12(5), 1-17.  
[Citation = 2; IF = 2.075 (2017); H-index = 53]
2. **Chevers, D.A.**, Cunningham, D., Frankson, R., Samuels, K. & Stevens, S. (2018). Can millennials afford higher education? *Journal of Eastern Caribbean Studies*, 41, 2, 1-32.
3. Parker, D., Dressel, U., **Chevers, D.A.** & Zeppetella, L. (2017). An agency theory perspective on public-private-partnerships: International development project, *International Journal of Productivity and Performance Management*, 67, 2, 239-259.  
[Citation = 24; ABDC = B; IF = 2.24 (2015); H-index = 42]

4. Parker, D., Zeppetella, L., **Chevers, D.A.**, Loh, A. & Minto-Coy, I. (2017). Operations sustainability maturity model: Preliminary findings of financial services in developing and developed countries. *Measuring Business Excellence Journal*, 21, 4, 309-336.  
[Citation = 2; ABDC = B; IF = 1.05 (2015); IF = 1.59 (2014); H-index = 34]
5. **Chevers, D.A.**, Lawrence, D., Laidlaw, A. & Nicholson, D. (2016). The effectiveness of internal audit in Jamaican Commercial Banks. *Journal of Accounting and Management Information Systems*, 15, 3, p. 522-541.  
[Citation = 11; ABDC = C; IF = 0.969 (2017); H-index = 24]

## **CONFERENCE PROCEEDINGS EQUIVALENT TO JOURNAL ARTICLES**

### **Academic Conferences (Peer reviewed)**

1. **Chevers, D.A.** & Chevers Whyte, C. (2015). *The adoption and benefits of agile software development methods in Jamaica*. Proceedings at the 21<sup>st</sup> Americas Conference on Information Systems, San Juan, Puerto Rico, August 13-15, 2015, p. 1-9. [Citation = 1]
2. Mills, A.M., Tennant, V. & **Chevers, D.A.** (2011). *Understanding mobile Internet diffusion: The case of Jamaica*. Proceedings of Pre-International Conference on Information Systems (ICIS) Workshop, Shanghai, China, December 3, 2011, p. 1-16. [Citation = 7]
3. **Chevers, D.A.**, Duggan, E.W., Goulbourne, S. & Moore, S. (2011). *Key influencing factors of information systems quality and success in Jamaican organizations*. Proceedings of the Seventeenth Americas Conference on Information Systems (AMCIS), Detroit, Michigan August 4-7, 2011, Paper 296, p. 1-8. [Citation = 2]
4. **Chevers, D.A.**, Moore, S., Duggan, E.W. & Mills, A.M. (2008). *Identifying Key Software Development Practices in the English-speaking Caribbean using the Nominal Group Technique*. Proceedings of the 19<sup>th</sup> Australasian Conference on Information Systems (ACIS), Christchurch, New Zealand, December 3-5, 2008, p. 229-239. [Citation = 5]
5. **Chevers, D.A.** & Duggan, E.W. (2006). *Assessing Software Process Maturity and Discipline in the English-speaking Caribbean*. Proceedings of the Twelfth Americas Conference on Information Systems (AMCIS), Acapulco, Mexico August 4-6, 2006, Paper 429, p. 1-8.  
[Citation = 3]

## INFORMATION SYSTEMS RELATED CONFERENCE PROCEEDINGS

### Academic Conferences (Peer reviewed)

1. Tracey, G., Rob, S., Bartley, L. & **Chevers, D.A.** (2020). The effect of e-Filing on tax compliance among micro enterprises in Jamaica. Proceedings at *International Conference on Information Resources Management (Conf-IRM)* in Miami, Florida on May 28-29, 2020.
2. **Chevers, D.A.** & Chevers, J.E. (2019). Towards the assessment of information technology material weakness events on corporate governance changes in small firms in Jamaica. Proceeding at *MSBM Management Conference* in Kingston, Jamaica on July 10-12, 2019.
3. Leachman, R., Graham, M., Harvey, D. & **Chevers, D.A.** (2019). Assessing the emergence of SMEs in Jamaica: The factors spurning entrepreneurship in the ICT Sector. Proceeding at *MSBM Management Conference* in Kingston, Jamaica on July 10-12, 2019.
4. **Chevers, D.A.** (2019). The impact of cybercrime on e-banking: A proposed model. Proceeding at *International Conference on Information Resources Management (Conf-IRM)* in Auckland, New Zealand on May 27-29, 2019. [Citation = 1]
5. Mitchell, A., Small, J., McKenzie-Russell, S. & **Chevers, D.A.** (2018). *The state of cybercrime in the Jamaican Financial Sector: A consumer perspective*. The International Conference on Software Development, Havana, Cuba, September 24-26, 2018, p. 28-45.
6. Bailey, L., Robinson, S., Spence, A. & **Chevers, D.A.** (2017). *The impact of information systems on the operations of commercial banks in Jamaica: A preliminary study*. Proceedings at the Mona School of Business and Management 3<sup>rd</sup> Annual Conference, in Montego Bay, Jamaica on November 8 – 10, 2017.
7. **Chevers, D.A.** (2017). *Determinants of information systems quality and success in Canadian software development firms: A methodological approach*. Proceedings at the Mixed Methods Research Regional Conference in the Caribbean in Montego Bay on March 15-17, 2017.
8. **Chevers, D. A.** & Spencer, A. (2016). *The impact of ICT on customer satisfaction in Jamaican hotels: A preliminary study*. Proceedings at the Mona School of Business and Management's Business and Management Conference in Kingston, Jamaica on November 9-11, 2016, p. 1-13.
9. **Chevers, D.A.** & Chevers Whyte, C. (2015). *Gender difference in the knowledge and adoption of educational technology by faculty: The case of a Business School in Jamaica*. Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Ottawa, Canada on May 18-20, 2015, Paper R06, p. 1-14. [Citation = 1]

10. **Chevers, D.A.** (2015). *The adoption of software process improvement programs in Canada and the English-speaking Caribbean: A comparative analysis*. Inaugural Conference on Business and Management, Montego Bay, Jamaica, January 7-9, 2015, p. 1-21.
11. **Chevers, D.A.** (2014). *ICT adoption and its impact on the performance of Jamaican hotels: A proposed research model*. 3<sup>rd</sup> International Tourism Conference, Montego Bay, Jamaica, November 9-11, 2014, p. 1-11.
12. **Chevers, D.A.** (2014). *The adoption of software process improvement programs in the English-speaking Caribbean*. Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Ho Chi Minh City, Vietnam on May 21-23, 2014, Paper 19P, p. 1-9. [Citation = 1]
13. **Chevers, D.A.** (2013). *Determinants of Process Maturity in English-speaking Caribbean Firms*. Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Natal, Brazil on May 22-24, 2013, Paper P25, p. 1-12.
14. **Chevers, D.A.**, Mills, A. & Duggan, E. (2012). *Developing a model of information systems quality and success in developing countries*. Proceedings at the International Conference on Information Resources Management (Conf-IRM) in Vienna, Austria on May 21-23, 2012, Paper R86, p. 1-8.
15. **Chevers, D.A.** & Duggan, E.W. (2010). *A preliminary study of the use of software process improvement initiatives in Jamaica*. Proceedings of the 3<sup>th</sup> International Conference on Information Resources Management (Conf-IRM), Montego Bay, Jamaica, May 16-18, 2010, Paper 11 - 7P, p. 1-7. [Citation = 12]
16. **Chevers, D.A.**, Duggan, E.W. & Moore, S. (2008). *Using a Modified Nominal Group technique Process to identify Key Process Maturity Practices in the English-speaking Caribbean*. Proceedings of the 3<sup>rd</sup> International Management Conference, Bridgetown, Barbados, November 20-21, 2008, p. 1-15.
17. Duggan, E.W. & **Chevers, D.A.** (2008). *Agile Systems Development Versus Process-Centricity: A Conflict of Priorities?* Proceedings of the International Conference on Information Resources Management (Conf-IRM), Niagara Falls, Ontario, Canada May 18-20, 2008, p. 7-14.

## **NON-INFORMATION SYSTEMS RELATED CONFERENCE PROCEEDINGS**

### **Academic Conferences (Peer reviewed)**

1. **Chevers, D.A.** & Chevers Whyte, C. (2019). The determinants of successful creative projects in Jamaica: A proposed research model. Proceeding at *Sir Arthur Lewis Institute of Social and Economic Studies Conference* held in Barbados on May 7-10, 2019.

2. **Chevers, D.A.**, Minto-Coy, I., Parker, D., Loh, A., Gebennini, E., Rimini, B., & Zeppetella, L. (2017). *Evaluating operations sustainability: Jamaican manufacturing cases*. Proceedings at the Mona School of Business and Management 3<sup>rd</sup> Annual Conference, in Montego Bay, Jamaica on November 8 – 10, 2017.
3. Campbell, H., Jones-Williams, C., Jones, K. & **Chevers, D.A.** (2017). *The impact of fiscal incentives over the last six years on the Tourism Sector in Jamaica*. Proceedings at the Mona School of Business and Management 3<sup>rd</sup> Annual Conference, in Montego Bay, Jamaica on November 8 – 10, 2017.
4. Parker, D., Loh, A., **Chevers, D.A.** & Minto-Coy, I. (2016). *Operations Sustainability Maturity Model: A proposed framework for English-speaking Caribbean firms*. Proceedings at the Mona School of Business and Management's Business and Management Conference in Kingston, Jamaica on November 9-11, 2016.
5. Parker, D. & **Chevers, D.A.** (2016). *An agency theory perspective on managing projects: An English-speaking Caribbean case*. Proceedings at the Mona School of Business and Management's Business and Management Conference in Kingston, Jamaica on November 9-11, 2016.
6. Parker, D., **Chevers, D.A.** & Lewis, D. (2016). *Exploring innovation leadership: English-speaking Caribbean nuances*. Proceedings at the Mona School of Business and Management's Business and Management Conference in Kingston, Jamaica on November 9-11, 2016.

### **Abstracts**

1. **Chevers, D.A.** (2015). *The adoption of software process improvement programs in Canada and the English-speaking Caribbean: A comparative analysis*. Inaugural Conference on Business and Management, Montego Bay, Jamaica, January 7-9, 2015.
2. **Chevers, D.A.** (2014). *ICT adoption and its impact on the performance of Jamaican hotels: A proposed research model*. 3<sup>rd</sup> International Tourism Conference, Montego Bay, Jamaica, November 9-11, 2014.
3. **Chevers, D.A.** & Chevers, J.E. (2013). *Information technology material weaknesses and its relations to good corporate governance in government and non-government firms in Jamaica*. Abstract and paper presentation at the Academy of Business Research International Conference, Montego Bay, Jamaica, November 13-15, 2013.



4. Chevers, J.E., **Chevers, D.A.** & Munroe, T (2013). *The role of information system and risk management on the Government of Jamaica Central Treasury Management Process*. Abstract and paper presentation at the Academy of Business Research International Conference, Montego Bay, Jamaica, November 13 – 15, 2013. Awarded Best Paper in the Public Administration Section.
5. Chevers, J.E., Munroe, T. & **Chevers, D.A.** (2012). *The role of internal audit on good governance in the Jamaican public sector: A risk management perspective*. Abstract and paper presentation at the Academy of Business Research International Conference, New Orleans, Louisiana, USA, March 14 – 16, 2012, p. 68. Awarded Best Paper in the Public Administration Section.
6. **Chevers, D.A.**, Duggan, E.W., Goulbourne, S. & Moore, S. (2011). *Factors influencing information systems quality and success in English-speaking Caribbean firms*. Abstract and paper presentation at the Academy of Business Research Winter 2011 International Conference, Las Vegas, Nevada USA, November 14 – 16, 2011, p. 69. Awarded Best Paper in the Management Section.

#### **Case Studies**

1. **Chevers, D.A.**, Parker, D., Craig, M. & Pathak, R.D. (2018). ADB Company: Amalgamation of warehouses. *The Case Centre – Cranfield University*, Case # 618-0015-1, p. 1-14.
2. **Chevers, D. A.** & Nicholson, L. (2016). Operations process failure at MAC: Canteen meal problems. *The Case Centre – Cranfield University*, Case # 616-0015-1, p. 1-9.
3. Parker, D., Downie, G., **Chevers, D.A.** & Chalmers, S. (2016). Writing a business plan: Start-up in Grand Cayman. *The Case Centre – Cranfield University*, p. 1-29. [Used by = 1 Organization]

#### **REFEREED RESEARCH BASED/SCHOLARLY PUBLICATIONS**

##### **Accepted for Publication**

Nothing to report

##### **Currently under review for publication**

1. **Chevers, D.A.** & Spencer, A. (????). The tourism industry in Trinidad and Tobago: ICT as an enabler. Submitted to the *Journal of Travel and Tourism Research*.

#### **NON-REFEREED RESEARCH BASED/SCHOLARLY PUBLICATIONS**

1. **Chevers, D.A.** (2015). Evaluating the impact of ICT usage on the performance of Jamaican hotels: A conceptual perspective. *Journal of Tourism and Hospitality Management*, 3, 1, p.22-31. [Citation = 8]

## **DISTINCTIONS, HONOURS, SCHOLARSHIPS AND AWARDS**

### **Research Award:**

1. The Principal's Research Award 2019 for the Most Outstanding Researcher in the Faculty of Social Sciences, with four (4) peer reviewed journal articles and one (1) case study.
2. The Principal's Research Award 2016 for Best Research Publication for the article titled "An evaluation of software development practices among small firms in developing countries – A test of a simplified software process improvement model"
3. Received the Best Researcher Award at Mona School of Business and Management (MSBM) Star Award in August 2017.

### **Teaching Award:**

1. Received the 2019/2020 Vice-Chancellor's Award for Excellence in Teaching
2. Received the UWI/Guardian Life Premium Teaching Award in 2012.
3. Received the Faculty of Social Sciences Award for Excellence in Teaching for 2009/10.
4. Received the Most Effective Teacher Award at MSBM Star Award in October 2017.
5. Nominated by The University of the West Indies for the Association of Atlantic Universities Teaching Award 2013.
6. Special recognition at the University of the West Indies Teaching Award Ceremony in 2009 for achieving 4.8 and above evaluation score (on a 1-5 scale) in three consecutive years in 2006 - 2008.

## **PUBLIC SERVICE**

Member of the Council of the Caribbean Maritime University since November 2020.

Member of the Editorial Board of the Caribbean Journal of Mixed Methods Research – January 22, 2019

Member of the University Council of Jamaica (UCJ) Accreditation Team for assessing Management Information Systems Programmes at the Associate and Bachelor levels  
Conducted UCJ Assessment of:

- Montego Bay Community College M.I.S. Program in June 2020
- Portmore Community College M.I.S. Program in November 2019
- Montego Bay Community College M.I.S. Program in April 2017

Member of the University Council of Jamaica (UCJ) Business and Management Standards Committee since November 2015

Exam Moderator of CAPE Supply Chain Management course since May 2015

Member of the Awards Committee of Kingston College Old Boys Association (KCOBA) - 2016.

Member of the Course Advisory Committee in the Faculty of Education and Liberal Studies at the University of Technology, Jamaica since April 2015

Member of the Academic Board at Excelsior Community College since May 2012

Guest Speaker at Jamaica Flour Mills Foundation's Scholarship Awards Luncheon on October 20, 2016 on the topic "Motivation: Being motivated for self-development"

Guest Speaker at Tuvalu's National Library Workshop on Wednesday June 20, 2018 – The topic was the role and importance of libraries.

TVJ interview on 'Smile Jamaica' with Dahlia Harris and Neville Bell on Thursday February 7, 2019 discussing the ability of tertiary students to fund their education.

CVM television interview on 'Sunrise' with Raymond Price on Monday January 28, 2019 discussion my research on the ability of tertiary students to secure and service loans from the Student Loan Bureau.

The Daily Observer article on Friday January 25, 2019 titled "SLB losing clients to banks."

Radio interview on News Talk and RJR on Sunday February 3, 2019 on the challenges being faced by students to fund tertiary education.

Radio interview on RJR on Wednesday February 6, 2019 on Student Loan Bureau funding.

Conducted a presentation on 'The impact of information and communication technology (ICT) on customer satisfaction in Jamaican hotels' at the Tourism Product Development Company Limited on April 26, 2018.

Conducted a presentation on 'Doing business in Jamaica' at the University of Queensland on Monday August 21, 2017 during Sabbatical Leave.

Keynote speaker at a Diaspora Information Session hosted by the Jamaica High Commission in Ottawa, Canada and the Jamaica Association of Montreal, Canada on April 29, 2013 on the topic "Leveraging new technologies for wealth creation and national development"

Presented the operations sustainability research findings to the membership of the Jamaica Institute of Financial Services on January 10, 2018.

Presenter/Facilitator at the Hugh Lawson Shearer Trade Union Seminar on Time and Productivity on February 24, 2009.

Facilitated Training Seminar on Customer Service at Kingston Industrial Garage on October 10, 2005.

Facilitated Training Seminar on Project Management at Appleton Estate on June 8, 2006.

Facilitated Training Seminar on Supervisory Management at St. Ann Bauxite Company Limited on January 16, 2007.

Facilitated Training Seminar on Warehouse and Inventory Management at Red Stripe Company Limited on March 6, 2009.

Facilitated Training Seminar on Motivation: Being motivated for self-development at EXIM Bank Limited on January 19, 2011.

Facilitated Training Seminar on Diagnosing and resolving business performance challenges in financial services at the Jamaica Institute of Financial Services on March 14, 2014.

Gave Career Talk at Kingston College in January 2011.

Gave Career Talk at Mona High School in November 2008.

Provided guidance to Ms. Vanesa Tennant in her PhD studies in 2011.

Provided guidance to Mr. Norman Marshall in his PhD studies in 2011.

Provided guidance to Mrs. Karen Thwaites in her PhD studies in 2016.

### **OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE**

Member of the Association of Information Systems (AIS) - August 2006

Member of the Mixed Methods Research Association in the Caribbean – March 2017

Member of the Institute for Operations Research and the Management Sciences (INFORMS) – Since August 2018

Reviewer for Measuring Business Excellent Journal – Since May 2017

Reviewer for Computer Standards & Interfaces Journal – May 2017

Reviewer for the Journal of Software: Evolution and Process – Since April 2017

Reviewer for the European Conference on Information Systems (ECIS) – December 2015

Reviewer for the Journal of Basic and Applied Research International – March 2015

Reviewer for the Asian Journal of Mathematics and Computer Research (AJMCR) – Since March 2015

Reviewer for the International Conference on Information Systems (ICIS) – May 2014

Reviewer for the Journal of Information Technology for Development (JITD) – January 2014 and September 2013

Reviewer for the International Conference on Information Resources Management (Conf-IRM) – January 2014, January 2013, January 2012, January 2011, January 2010 and January 2009

Reviewer for the Hawaii International Conference on Systems Sciences (HICSS) – 47 Conference – January 2014, January 2013 and January 2012

Reviewer for the Americas Conference in Information Systems (AMCIS) – March 2016, March 2013 and March 2011

Reviewer for the 5<sup>th</sup> Annual Pre-ICIS Workshop - SIG ICT in Global Development – December 2012

Reviewer for the Australasian Conference on Information Systems (ACIS) – July 2008

Reviewer for the African Journal of Information Systems (AJIS) – January 2008

Reviewer for the Communications of the Association for Information Systems (CAIS) Journal – June 2007

Session Chair at Mona School of Business and Management Conference in Montego Bay on November 2016

Session Chair at the Academy of Business Research Conference in Hanover, Jamaica on November 13, 2013

Session Chair at the Academy of Business Research Conference in New Orleans, USA on March 15, 2012

Session Chair at the Academy of Business Research Conference in Las Vegas, USA on November 15, 2011

Session Chair at the International Conference on Information Resources Management (conf-IRM) in Montego Bay, Jamaica on Tuesday May 18, 2010

Session Chair at the Australasian Conference on Information Systems (ACIS) in New Zealand on Thursday 4, December 2008

### **RESEARCH GRANTS AND FELLOWSHIPS**

1. UWI New Initiative Grant in August 2018 in the sum of \$1,574,663, to pursue research on the assessment of operations sustainability in Jamaican, Australian and Italian business sectors. The project was completed in December 2019.
2. UWI New Initiative Grant in August 2015 in the sum of J\$1,348,332, to pursue research work on information and communication technology (ICT) adoption and its impact on the performance of Caribbean hotels. The project was completed in December 2016 and the deliverables were superseded. I promised two publications but actually got five publications during the period.
3. UWI New Initiative Grant in August 2011 in the sum of J\$1,498,974, to pursue research work on the adoption of software process improvement (SPI) programs and Internet-enabled technologies in the English-speaking Caribbean. The project was completed in 2013 and the deliverables were superseded. I promised two publications but actually got six publications during the period.
4. UWI New Initiative Grant in May 2007 in the sum of J\$1 million, to pursue research work exploring the impact of software process improvement (SPI) practices on information systems quality within the English-speaking Caribbean. The project was completed in 2010 and the deliverables were superseded. I promised two publications but actually got five publications during the period.
5. Visiting Scholar at the University of Queensland, Brisbane, Australia and conducted research with Dr. David Parker from July 1, 2017 – December 1, 2017.
6. Awarded 6-month Fellowship Leave at Carleton University, Ottawa, Canada to conduct research with Professor Gerald Grant from January 1, 2013 – June 30, 2013.
7. Invited to lecture at the University of South Pacific at Fiji Islands - Marshall Islands, Kiribati and Tuvalu during the period September 2017 – July 2018.
8. Invited by the Executive Director of the Latin American Scholarship Program of American Universities (LASPAU) to attend a Teaching and Learning Seminar in Aruba on March 12 - 14, 2015.

### **TRAINING**

Training Seminar on "Using Blackboard Collaborate for Online Delivery" and "Moodle Basics" on March 19, 2020 which was facilitated by Ms. Nicole McKenzie

Training Seminar on "Aligning examination questions to course objectives" on October 22, 2015 which was facilitated by Dr. Mairette Newman.

Training Seminar on "How to mark quantitative and qualitative exam scripts" on November 16, 2014 which was facilitated by Mr. M. Williams, Mrs. J. Thomas-Stone, Dr. H. Ricketts and Dr. L. Nicholson

Workshop on "Writing Case Studies" on May 5, 2014 which was facilitated by Dr. Wanda Coshen in Mona School of Business and Management.

The Centre for Excellence in Teaching and Learning (CETL) Training Session – Teaching with 21<sup>st</sup> Century Technology with emphasis on "Using Google services to teach" on April 15, 2014.

Workshop on "Writing SMART Learning Outcomes" on January 9, 2014 which was facilitated by Dr. M. Newman in Mona School of Business and Management.

Instructor Development Unit (IDU) Training Session – "Creating excitement in the classroom: Overcoming student apathy" on October 12, 2012 and facilitated by Dr. Todd Zakrajsek

Instructor Development Unit (IDU) Training Session – "Course development: Crafting the course outline" workshop held on April 25, 2012

Instructor Development Unit (IDU) Training Session – "Creating Teaching Portfolio/ Dossier" Workshop facilitated by Dr. Chisholm on April 12, 2012

Department of Management Studies (DOMS) Teaching and Learning Workshop on September 1, 2011

Attended the Teaching Professor Conference in Atlanta, USA – May 2011

Instructor Development Unit (IDU) Training Session – "Making your Teaching Come Alive" on Friday October 15, 2010

Structural Equation Modeling (SEM) Workshop facilitated by Dr. A. Mills –August 2010

Seminar on "How to Supervise Graduate Students Pursuing Research Degrees" facilitated by Dr. A. Mills – August 2010

Instructor Development Unit (IDU) Training Session – "Active and Interactive Teaching Methods" on Thursday May 27, 2010

Structural Equation Modeling (SEM) Workshop facilitated by Dr. Annette Mills (NZ) at the Department of Management Studies on May 26, 2009

Writer's Retreat Workshop facilitated by Professor Evan Duggan and Dr. Annette Mills at the Golden Shore Resort – St. Thomas on May 14-17, 2009

"Effective Teaching" seminar facilitated by Professor Harvey Brightman (USA) at the Department of Management Studies on March 27-29, 2008

Writer's Retreat Workshop facilitated by Professor Evan Duggan at the Golden Shore Resort on March 20-23, 2008

Instructor Development Unit (IDU) Training Session – “Plagiarism Detection” Training Seminar on April 25, 2007

Writer’s Retreat Workshop facilitated by Professor Deborah Valentine on-campus and off-campus at Shaw Park Hotel on July 3-6, 2007

### **POSTGRADUATE RESEARCH AND SUPERVISION – Doctoral Supervision**

1. Title – An examination of the relationship between social capital dimensions and software quality in free and open source software development  
Student – Steve Whyte  
Committee Member – Delroy A. Chevers  
Type of Dissertation – Doctorate in Business Administration (DBA)  
Date – January 2016  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
2. Title – Service productivity: A measurement model  
Student – Damion Crawford  
Co-supervisor – Delroy Chevers  
Type of Dissertation – Doctorate in Business Administration (DBA)  
Date – May 2019  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
3. Title – The impact of public private partnerships on a nation’s development infrastructure: Case study on the Republic of Trinidad and Tobago  
Student – Kenisha Thom-Iton  
Supervisor – Delroy A. Chevers  
Type of Dissertation – MPhil/PhD in Governance and Public Policy  
Date – September 2016  
Department – Sir Arthur Lewis Institute of Social and Economic Studies  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica

### **POSTGRADUATE RESEARCH AND SUPERVISION – MSc. Supervision**

1. Title – The extent of cost of poor quality at Honey Bun Limited  
Student – Taneisha Barrett, Cheryl Neil, Shantal Strachan, Marcia Robinson, Chadene Coombs  
Supervisor – Delroy A. Chevers  
Type of Dissertation – MBA, Field Project  
Date – January 2020  
Department – Mona School of Business and Management  
Faculty – Social Sciences



- University – The University of the West Indies, Mona, Kingston, Jamaica
2. Title – The impact of Information Technology on the quality of Forensic Reporting in the Public Sector  
 Student – Damion Dunbar, Yvonne Burke and Shanice Riddell  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – June 2020  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
  3. Title – The effect of Audit Tenure on the quality of audits in the Health Sector  
 Student – Shallomae Ramatar, Joan Ellis-Beecher and Calene Henry  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – June 2020  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
  4. Title - The effects of electronic tax filing compliance in Jamaica  
 Student – Lisandra Bartley, Steven Robb and Genee Tracey  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – May 2019  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
  5. Title - The effects of the International Monetary Fund’s policies on the modernization of the taxation system in Jamaica  
 Student – Mesha Sutherland, Silburn Williams and Stafford Bracket  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – May 2019  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
  6. Title - The impact of the Bank of Jamaica intervention in the foreign exchange market on companies in the import sector  
 Student – Marsha Lindsay, Racquel Page and Sonia Shaw  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – May 2019  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences

- University – The University of the West Indies, Mona, Kingston, Jamaica
7. Title – Field Project on the increasing consumption of diesel fuel at Tropical Tours  
Student – Nordia Barrett, Jayley Ramsingh, Dwayne Waugh, Anthoneth Lindo, Sanique Barrett-Mitchell and Alluwanna Vernon  
Supervisor – Delroy A. Chevers  
Type of Dissertation – MBA, Field Project  
Date – March 2019  
Department – MSBM - WJC  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
  8. Title - The effects of a fixed exchange regime on the Jamaican Economy  
Student - Jenelle Taylor, Astill Campbell and Stacey-Ann Anderson  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2017  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
  9. Title – The impact of cybercrime on e-commerce in the banking industry: A consumer perspective  
Student – Amoya Mitchell, Janice Small and Salome McKenzie-Russell  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2017  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
  10. Title - Assessing the emergence of SMEs in Jamaica: The factors spurning their growth in the ICT Sector  
Student - Ramon Leachman, Marvalyn Graham and De Andra Harvey  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2016  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica

11. Title – The impact of Accounting Information Systems on decision-making in Government entities in Jamaica  
Student – Shelly-Ann Brown, Devon McFarlene and Michael Boyd  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2016  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
  
12. Title – The impact of fiscal incentives over the last six years on the Tourism Sector in Jamaica  
Student – Horace Campbell, Cly-Anneke Jones-Williams and Kempy Jones  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2016  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
  
13. Title – The impact of information systems on the operations of Commercial Banks in Jamaica  
Student – Lakeith Bailey, Shakira Robinson and Arlene Spence  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2016  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
  
14. Title – Investigate the critical success factors for the effective implementation of ISO 9001: 2008 standard in the manufacturing sector in Kingston and St. Andrew  
Student – Shelly-Ann Spencer, Sudine Holding, Damion Sutherland  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – June 2015  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica

15. Title – Evaluating the relationship between the enforcement of the National Solid Waste Management regulations and the magnitude of solid waste management financial costs in Jamaica  
 Student – Kandice Derby-Bennett, Merlyn Reid, Kenrick Brown  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – June 2015  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
16. Title – The impact of information technology on external auditing in Jamaica  
 Student – Yanique Dale, Jhenelle Crawford and Jonace Holness  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – June 2015  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
17. Title – The extent to which information technology impacts the efficiency of tax receivable collection: A study of the new strategic initiatives at the Tax Administration of Jamaica  
 Student – Tolima Anderson, Dwayne West and Kerisha Barrett  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – June 2015  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
18. Title – The impact of information technology on the efficacy of students' receivables at a tertiary institution in Jamaica  
 Student – Latoya Edwards, Andrea Allen and Leisa Powell  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – June 2015  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica

19. Title – The impact of government’s modernization drive on the operations of the Companies Office of Jamaica  
 Student – Pauline Anderson  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Governance and Public Policy  
 Date – February 2015  
 Department – Sir Arthur Lewis Institute of Social and Economic Studies  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
20. Title – The impact of information technology on the efficacy of tuition receivables collection: A study of the new strategic initiatives at UWI, Mona Campus  
 Student – Jonathan Archie, Kerry Hazel and Latoya Kerr  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – May 2014  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
21. Title – A study on the effectiveness of internal audit in Jamaican Commercial Banks  
 Student – Devon Lawrence, Arlene Laidlaw and Dane Nicholson  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – May 2014  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
22. Title – The impact of information technology on productivity in Jamaican manufacturing firms: A case of the Jamaican Stock Exchange  
 Student – Peta-Gaye Anderson, Lacey-Ann Taylor and Alisia Morgan  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – May 2014  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica

23. Title – Factors affecting the efficient utilization of online systems for payment of taxes in Jamaica  
 Student – Prudence Radway-Henry  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Taxation  
 Date – May 2014  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
24. Title – The impact of information technology on the efficacy of accounting processes in the Jamaican Banking Sector  
 Student – Debby-Ann Lloyd, Marsha Burgher and Kheree-Ann Landell  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – October 2013  
 Department – Mona School of Business and Management  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
25. Title – The role of Internal Audit in ensuring employees productivity in tertiary institutions in Jamaica  
 Student – Kaneil Murray, Racquel Ambrosely, Sherifa Brown and Debbie-Ann Grant  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – August 2013  
 Department – Mona School of Business and Management - WJC  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica
26. Title – Employees’ job satisfaction can lead to increased productivity in Jamaica’s manufacturing organizations  
 Student – Alton Thelwell, LaTonya Dawes, Winston Chue and Nekeshia Gray  
 Supervisor – Delroy A. Chevers  
 Type of Dissertation – M.Sc in Accounting  
 Date – August 2013  
 Department – Mona School of Business and Management - WJC  
 Faculty – Social Sciences  
 University – The University of the West Indies, Mona, Kingston, Jamaica

27. Title – The impact of the current devaluation of the Jamaican dollar on Jamaica’s manufacturing sector  
Student – Natiesha Morant, Roland Henningham and Kevin Morant  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – July 2013  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
28. Title – The 2013 International Monetary Fund Agreement with Jamaica: Success of tax reform  
Student – Keleen Thompson, Susan Christie and Kimberley Drysdale  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – July 2013  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
29. Title – The impact of the global recession on remittance inflows for Jamaican residence.  
Student – Andrienne Jones, Ann-Marie Morrison and Philleta Myers  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – July 2013  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
30. Title – The success of SMEs in Jamaica is influenced by effective management, access to financial resources and a highly trained workforce  
Student – Paul Miller, Patrick Patterson and Stuart Warde  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – October 2012  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica

31. Title – Why GCT registered taxpayers continue to wait long hours in lines at the Collectorates on due dates while the electronic payment portal remains under-utilized?  
Student – Kelisha Salmon, Taieice Smith and Kerrian Williams  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – October 2012  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
32. Title – What effect would decentralization have on the effectiveness of the operations of the academic functions of the UWI Mona Western Jamaica Campus?  
Student – Carl Reid and Stascia Gordon  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – October 2012  
Department – Mona School of Business and Management  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
33. Title – The impact of management accounting on decision making in small and medium enterprises in Jamaica  
Student – Simone Jackson, Barbara Daley and Jacqueline McFarlane  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – October 2011  
Department – Management Studies  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
34. Title – The impact of the monopolized company (JPS) on quality customer service in Kingston, Jamaica  
Student – Rae-Ann Robinson, Keisha Williams and Tracey Williams  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M.Sc in Accounting  
Date – October 2011  
Department – Management Studies  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica



35. Title – The impact of accounting information systems on the financial performance of small and micro enterprises in Jamaica  
Student – Dwayne Edwards and Nickeisha Williams  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M. Sc. in Accounting  
Date – October 2010  
Department – Management Studies  
Faculty – Social Sciences  
University – The University of the West Indies, Mona, Kingston, Jamaica
36. Title – Historical development of tax reforms in Jamaica: A compliance perspective  
Student – Martin Nesbeth, Tracy Sinclair and Michael Martin  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M. Sc. in Accounting  
Date – October 2010  
Department - Management Studies  
Faculty - Social Sciences  
University - The University of the West Indies, Mona, Kingston, Jamaica
37. Title – The impact of information technology on the financial performance of a listed company on the Jamaica Stock Exchange  
Student – Cassandra Whilby-Whyte, John Jacobs and Rosemarie Foster  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M. Sc. in Accounting  
Date – October 2010  
Department - Management Studies  
Faculty - Social Sciences  
University - The University of the West Indies, Mona, Kingston, Jamaica
38. Title – Income Tax Non-Compliance in Jamaica: The categories of workers and the reasons for non-compliance.  
Student – Mario Clarke, Damion Jonas and Debbie Ann Vidal  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M. Sc. in Accounting  
Date – October 2010  
Department - Management Studies  
Faculty - Social Sciences  
University - The University of the West Indies, Mona, Kingston, Jamaica

39. Title - Staffing the Jamaica Constabulary Force: Is career readiness training likely to provide the Jamaica Constabulary Force with best fit candidates?  
Student - Yvonne Martin-Daley  
Supervisor – Delroy A. Chevers  
Type of Dissertation – M. Sc. in National Security and Strategic Development  
Date - May 2009  
Department - Management Studies  
Faculty - Social Sciences  
University - The University of the West Indies, Mona, Kingston, Jamaica

### **TEACHING AND RELATED EXPERIENCE**

#### **Teaching Performance and Contribution:**

2004 – Present

Senior Lecturer – The University of the West Indies, Mona  
Teach Information Systems at the graduate level. Teach Operations Management at the undergraduate and graduate levels. Achievement – Consistently receive outstanding students' evaluation at the graduate and undergraduate levels – Average 4.6 out of 5 (with 1 being poor and 5 being excellent).

#### **Curriculum or Programme Development:**

Assisted with the development of the Master of Science in Logistics and Supply Chain Management in Mona School of Business and Management in 2016.

Member of the Department of Management Studies (DOMS) Curriculum Review Core Team – December 2011, in which we developed and submitted for approval, a new course called Fundamentals to Management. The course was approved by UWI's Academic Quality Assurance Committee (AQAC).

### **CONTRIBUTIONS TO DEPARTMENT**

1. Associate Dean of Graduate Studies and Research in the Faculty of Social Sciences – August 1, 2019.
2. Acting Head of Unit – Decision Sciences and Information Systems Unit in MSBM – Shared responsibility in academic year 2014/15.
3. Coordinated the preparation of the Teaching and Learning documents and activities for MSBM AMBA Re-accreditation in June 2017.
4. Member of NCB Sponsored Research Quality Review Team – June 2014
5. Chairperson of MSBM Teaching and Learning Committee – since September 2008
6. Member of MSBM 'Star Award' Committee – February 2014
7. Chaired the Doctorial Defense of DBA Candidate – Mr. Silburn Clarke on Monday October 1, 2018.
8. Drafted and submitted the Course Outline in Logistics Supply Chain Management and Sustainability for the Master in Supply Chain Management Program in MSBM for approval in December 2015.

9. Internal Examiner for Mr. Rickert Allen DBA Defense on Wednesday October 28, 2015.
10. Presented/Facilitated a lecture on "How to study for success" for MSBM Student Enrichment Committee on November 21, 2019 in Room SR12.
11. Coordinated a Training Seminar on "Assessment and Feedback" on Saturday January 19, 2019 which was facilitated by Dr. Mervin Chisholm.
12. Coordinated a Training Seminar on "The new students' evaluation form" on Sunday September 27, 2015 which was facilitated by Mr. Nigel Lawrence from the Deputy Principal's Office.
13. Coordinated a Training Seminar on "How to set and mark exams in light of the new GPA system" on Thursday February 26, 2015 which was facilitated by Dr. M. Chisholm.
14. Coordinated a Training Seminar on "How to mark quantitative and qualitative exam scripts" on November 16, 2014 which was facilitated by Mr. M. Williams, Mrs. J. Thomas-Stone, Dr. H. Ricketts and Dr. L. Nicholson.
15. Presented research on "A comparative analysis of the impact of ICT on hotel guests' satisfaction: A case of Jamaica and the Bahamas" at Mona School of Business and Management Brown Bag Session on November 15, 2018.
16. Presented research on "Information systems quality and success in Canadian software development firms" at Mona School of Business and Management Brown Bag Session on October 11, 2018.
17. Presented research on "ICT adoption and its impact on the performance of Jamaican hotels: A proposed research model" at Mona School of Business and Management Brown Bag Session on October 16, 2014.
18. Presented research on "How to convert conference papers to published articles in refereed journals" at Mona School of Business and Management's Brown Bag Session on September 11, 2014.
19. Coordinated a Workshop on "Writing Case Studies" in Mona School of Business and Management on May 5, 2014 which was facilitated by Dr. Wanda Coshen.
20. Coordinated and facilitated a workshop on 'Writing SMART Learning Outcomes' at Western Jamaica Campus on Sunday April 13, 2014.
21. Coordinated a Workshop on "How to use cases studies in our classes" in Mona School of Business and Management on April 3, 2014 which was facilitated by Dr. Wanda Coshen.
22. Coordinated the review of the Master in Business Administration and Public Health (MBA-MPH) with Dr. Anne Crick and MSBM Teaching and Learning Committee on February 2, 2014.
23. Drafted and submitted the Supply Chain and Logistics Management course outline for the Computer-Based Management Information Systems Program for approval in January 2014
24. Coordinated a Workshop on Writing "SMART" Learning Outcomes in Mona School of Business and Management on January 9, 2014 which was facilitated by Dr. Mairrette Newman.
25. Coordinated and staged the DOMS Teaching and Learning Workshop on the theme "Conducting active participation in the classroom" on September 1, 2011 which was facilitated by Dr. Michele Stewart and Dr. Mervin Chisholm.
26. Conducted Time Management Training Seminar at MSB Quantitative Methods Cluster Workshop – July 2011

27. Chairperson for DOMS Quality Assurance Audit – Teaching and Learning Section in January 2011
28. Presenter/Facilitator of the Operations Management Module at DOMS Training Seminar for practitioners in Jamaica’s Business Sector – February 2005

**EXTRA DEPARTMENTAL UWI SERVICE**

1. Associate Dean of Graduate Studies and Research in the Faculty of Social Sciences – August 1, 2019
2. Member of the Faculty of Social Sciences (FSS) Research Day Planning Committee – September 2017
3. Member of the Faculty of Social Sciences (FSS) Teaching & Learning Committee
4. Member of UWI’s Rapid Response Team for Online Teaching since April 2020
5. Former member of the Faculty of Social Sciences (FSS) AQAC Sub-Committee
6. Member of the Teaching and Learning Group at the Social Sciences Faculty Cross Campus Conference at Barbados in January 2010.
7. Member of the Faculty of Social Science Research Day Awards Committee – 2010
8. Plan and organize the Inaugural Faculty of Social Sciences Writers’ Retreat on January 9-12, 2020 at the Golden Shore Hotel, St. Thomas.
9. My research on ‘a simplified software process improvement model for small firms’ was highlighted in the Daily Observer on Thursday August 27, 2020.
10. Presented lectures on “Good teaching strategies” at the Centre for Excellence in Teaching and Learning (CETL) to new UWI Faculty members since August 2012
11. Internal Examiner for the Proposal Defense of DBA student -Mr. Rickard Allen - on Wednesday October 28, 2015
12. Nominee of the Faculty of Social Sciences to meet with the University Council of Jamaica (UCJ) Review Team during UWI’s Mid-cycle Review on 4/4/2017.
13. Made a presentation titled “Time management for self-development” to students in UWI’s First Year Experience Programme on Thursday November 3, 2016.
14. Made a presentation titled “Time management: effectively managing classes, exams and social life” to UWI Global Etiquette Society on Thursday September 29, 2016
15. Chaired Faculty Day Teaching Related Break-out Group meeting – August 2006
16. Had four (4) posters on display at UWI’s Research Day on February 9, 2015. The titles of the posters were (1) “Key factors of process maturity in English-speaking Caribbean firms”; (2) “The impact of CMMI levels 2 and 3 practices on process maturity in Canadian software development firms”; (3) “ICT adoption and its impact on the performance of Jamaican hotels: A proposed research model”; and (4) “The impact of information technology material weakness on corporate governance changes in family-owned businesses”
17. Delivered a 2 ½ hour lecture on Operations Management to Medical Doctors pursuing their PhD in Public Health on January 26, 2015. The invitation was extended by Professor Peter Figueroa
18. Delivered a talk on “Teaching, Research and Research Day activities” at UWI’s Entrepreneurship Panel Discussion at the Undercroft on January 29, 2015
19. Attended the Faculty of Social Sciences Cross Campus Conference in Trinidad on January 2014
20. My research work was featured in UWI Research Day Magazine – January 2012.

21. Attended the Faculty of Social Sciences Cross Campus Conference in Jamaica on January 2012.
22. Presenter/Facilitator at the Instructor Development Unit (IDU) Teaching Skills Workshop on Effective Teaching Strategies - January 18, 2012.
23. Member of the Interview Panel for the Jasmine Chin Memorial Scholarship – October 2011
24. Faculty of Social Sciences Representative to Develop a Comprehensive Maintenance Plan for Mona – January 2011. Made a PowerPoint presentation to the group on Developing Maintenance Plans
25. Presenter/Facilitator at the Hugh Lawson Shearer Trade Union Seminar on “Time and Productivity” on July 14, 2010.
26. Discussed my PhD research, its findings and implications for practice on ‘UWI in Action’ Radio Broadcast on Nationwide on Thursday March 11, 2010.
27. Coordinated Structural Equation Modeling Workshop with Dr. A. Mills, Canterbury University – New Zealand, as the facilitator in May 2009.
28. Conducted a motivational talk with the DBA group (Cohort 1) on June 15, 2008.
29. Member of the Supporting Staff Research Efforts Break-out Group – August 2007.
30. Conducted a Training Seminar in March 2007 on Maintenance Work Plan to UWI’s Maintenance Department managers, supervisors and administrators.